# VEEC Assignment Form Template: In-Home Display Unit (Activity 30) – Residential Premises

#### Version 1.4 – 8 April 2024

**Instructions for accredited persons (APs) on using this template**

You must complete a VEEC assignment form to record the assignment of rights for the certificates from the energy consumer to your organisation for an activity under the Victorian Energy Upgrades program.

In using this VEEC assignment form template, you will need to:

* include **all** of the information and fields as outlined in Sections 1, 2 and 3 below into your own document to ensure compliance with the legislation
* customise the form to add your company logo and contact details
* customise the form if you wish the form to accommodate more than one activity
* ensure that all content in the form are legible to the consumer (e.g. minimum font size of Arial 9 or equivalent).

**Do not** change the words or add additional items to the declaration (e.g. your own terms and conditions) – except when customising a form to accommodate more than one activity.

**Submitting your VEEC assignment form for approval**

As part of the accreditation application process, you must provide a copy of your form for review to the commission. We may also require that you submit your forms to us for approval where updates are made to the assignment form template (as required). If you are customising your form to accommodate more than one activity, we recommend that you submit your form for review to us.

**Providing a copy of your VEEC assignment form to consumers**

You must provide a copy of the VEEC assignment form (or a document containing the same information) to consumers at the time of signing (written assignment) or within 10 business days (electronic assignment).

START OF TEMPLATE

## Section 1: Consumer rights information

As the energy consumer, you own the rights to create certificates for energy saving activities undertaken at your premises under the Victorian Energy Upgrades program.One certificate represents one tonne of carbon dioxide equivalent (CO2-e) to be reduced by the activity.

You are able to assign your right to create certificates to an accredited provider under the Victorian Energy Upgrades program. In assigning your right, the accredited provider will be entitled to create and own the certificates for the activity undertaken at your premises. In return, the accredited provider should provide you with an identifiable benefit (e.g. price reduction on a product, free installation or a cash-back arrangement).

You are responsible for ensuring you are satisfied with the terms of the assignment of certificates to **<insert name of accredited person>,** the accredited provider (as detailed below) prior to proceeding with the activity.

If you experience any issues with the outcome of this activity, you should contact **<insert name of accredited person>** to resolve the matter. For any outstanding issues, you can contact program staff members at the Essential Services Commission, the government body responsible for administering the program, by sending an email to [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au).

## Section 2: Installation details and installer declaration

### Part A: Installation details

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| Installation details |
| Installation address: |
| Installation date: |
| I have installed the following in-home display (IHD) at the stated premises: |
| IHD serial number: |
| Brand: |
| Model: |
| ZigBee enabled? ☐ Yes, go to (i) ☐ No, go to (ii) |

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| (i) Zig-Bee enabled IHD: |
| NMI: |
| MAC address: |
| Firmware version: |
| Customer’s Distribution Network Service Provider (DNSP)\* name: |
| Bind complete? ☐Yes ☐No\*\* |
| *\* Zigbee units can only be installed in compatible (DSNP) areas.*  *\*\* Please note that the prescribed activity has not been completed until the device has been bound to the smart meter for that residence. NMI, MAC Address, Firmware Version and DNSP name are essential for proving that a unique bind has occurred.* |

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| (ii) Non-ZigBee |
| IHD meter serial number: |
| Smart meter pulse rate (where applicable): |
| Tariff information of the customer’s energy contract (for app-based IHD only):  Peak energy rate: Off-peak energy rate: |
| The app installed on the mobile device correctly (for app-based IHD only)? ☐ Yes ☐ No |
| Device confirmed to be reading usage data correctly? ☐ Yes ☐ No\*\* |
| Electrician licence number (for clamp-on type IHDs only)\*\* |  |
| *\*\* Clamp-on type, non-ZigBee IHDs do not bind to the smart meter, but require a sensor to be clamped onto the electrical wires leading to the meter and must be installed by a licensed electrician.* |

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| Installer details |
| Name: |
| Company name: |
| Company address: |
| Phone number: |
| Electrician licence number (if installing a non-ZigBee, clamp-on type device): |

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| Installation checklist |
| ☐ The customer’s eligibility for the activity has been confirmed. |
| ☐ The compatibility of the installed device with the tariff structure of the customer's energy contract has been confirmed. |
| ☐ The customer has been informed about all costs associated with the purchase of an IHD, including any future costs. |
| ☐ The customer has been informed that the IHD will not display all the information on their energy bill. |
| ☐ The customer has been informed about the functionality of the IHD. A demonstration has been provided where possible. |
| ☐ The IHD has a minimum warranty period which has been stated to the resident. |
| ☐ The customer has been provided with adequate instruction on how to use the IHD, printed instructions and a troubleshooting guide. |
| ☐ The customer has been informed about the on-going customer service available, including, but not limited to, assistance reinstalling a non-Zigbee device in the event that it is removed from the smart meter by the DNSP. |
| ☐ The customer has been informed about how the IHD records private information and how to clear it. |
| ☐The customer has been informed the manufacturer may collect, use and /or sell energy usage information and any other information supplied by the consumer (only applicable for app-based IHD). |
| ☐ The IHD meter serial number has been confirmed with the manufacturer post-installation if there is a functionality to do so (only applicable for app-based IHD). |

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| Form of benefit provided |
|  Upfront cash  Price reduction  Delayed cash  Free installation  Other (please describe) |
| Amount of benefit provided for assignment of certificates: |

### Part B: Declaration by installer

I declare that:

* the above product has been installed in a residential premises in accordance with the manufacturer’s guidelines
* the customer has been informed about how the IHD handles private information and how to clear it
* where the installed IHD is Zigbee enabled, I have confirmed that the IHD has been successfully bound to the smart meter
* where the installed IHD is Zigbee enabled, I have installed the IHD in a compatible distribution service network provider (DNSP) area
* where a clamp-on type, non-Zigbee IHD has been installed, it has been installed by a licensed electrician
* where the installation of the IHD required modification of any electrical circuit, and/or of the meter box, the modification work has been performed by a licensed electrician
* where applicable, the consumer has been informed that a Certificate of Electrical Safety is required for the work undertaken and will be provided a copy of the relevant certificate within five working days of installation
* where a non-Zigbee IHD has been installed, I have ensured the sensor is correctly reading energy usage data
* the customer has been advised that they must consent to the manufacturer using their information prior to that information being used
* the installation meets all relevant laws, standards and building codes.
* the information supplied in this form is complete and accurate and I am aware that it is an offence to provide false or misleading information to the Essential Services Commission under the *Victorian Energy Efficiency Target Act 2007*.

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| Signature: | Date: |

## Section 3: Consumer details and declaration

### Part A: Consumer details

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| Consumer details |
| Name: |
| Phone number: |
| Email address: |
| Have you previously had an IHD unit installed at the property?  Yes  No |
| Have you received a Certificate of Electrical Safety for the work  Yes  No |
| I have been advised whether a Certificate of Electrical Safety is required for the work undertaken and, if one is required, that I will be provided a copy of the relevant certificate\*:  Yes  No |
| Certificate of Electrical Safety number\*: |

\* only required where wiring work, and/or modification of any electrical circuit, and/or modification of the meter box, has been undertaken

### Part B: Declaration by consumer

I declare that:

* I am the energy consumer of the residence at the above installation address
* to the best of my knowledge, the information provided by the installer in Part A, Section 2 is correct and complete
* I understand that by signing this form I am assigning the right to create certificates for the installation to **<insert name of accredited person>**
* I have received an identifiable benefit from **<insert name of accredited person>** in exchange for assigning my rights to create the certificates for the above installation
* I have received adequate information about the product and how to use it
* I have received adequate information relating to how my private information is recorded by the IHD and how to clear this information
* I have been informed by agreeing to the terms and conditions of installing the app, the manufacturer may collect, use, and/or sell my energy usage information and any other information supplied (only applicable for app-based IHD units)
* I have been informed that the cost information on my energy bill may not be the same as the cost information displayed on the product, and I have been informed how the cost information displayed compares to the cost information on my bill
* the Essential Services Commission has the right to inspect the installation with reasonable notice
* I understand that information on this form will be disclosed to the Essential Services Commission for the purpose of creating certificates under the *Victorian Energy Efficiency Target Act 2007* and for related verification, audit, and program monitoring purposes
* I understand that the Essential Services Commission may use the details provided on this form to issue commission correspondence.
* I am aware that it is an offence to provide false or misleading information to the Essential Services Commission or any person exercising powers under or in connection with the *Victorian Energy Efficiency Target Act 2007.*

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| Signature: | Date: |

END OF TEMPLATE